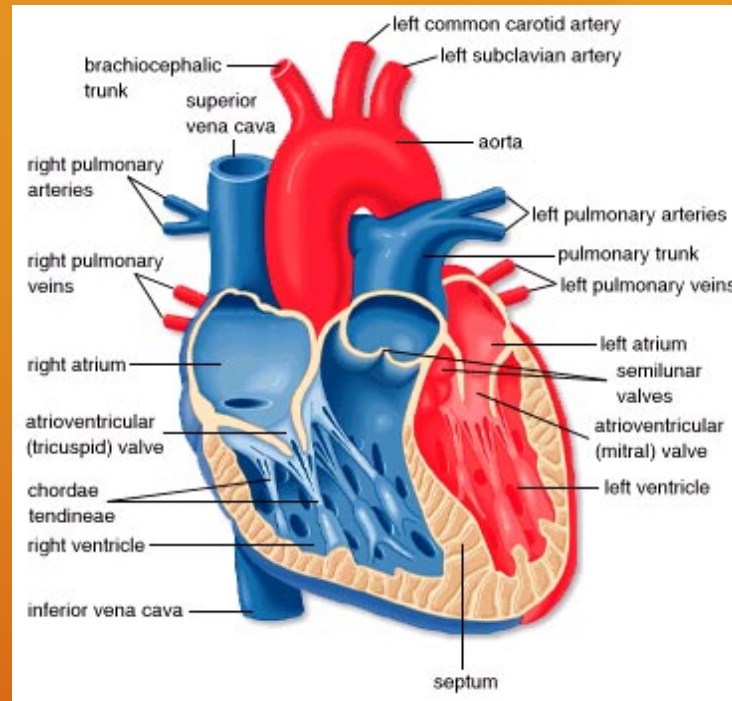


Making a Difference With the FLEX Grant

Beth Johanns, RN, BSN, CIC

Laura Woebbeking, Quality Manger

FOCUS



- Timeline began approximately the same time as the HEN work (2012-2013). Wanted to focus on the readmission piece.
- HF patient population. (All diagnosis, not just primary).
- The grant is challenging- No equipment, no salaries.
- Mentor Hospital –Allen
 - Sumner/share ideas

Measures of Focus

- Reducing HF readmissions within 30 days with the same diagnosis.
 - Follow up appointment scheduled
 - Received HF zone education with Teachback
 - Received DC instructions and used Teachback for understanding.
 - Report called to next facility or caregiver and DC instructions faxed to next care provider.
 - Discharge planning completed with patient/family



Discharge



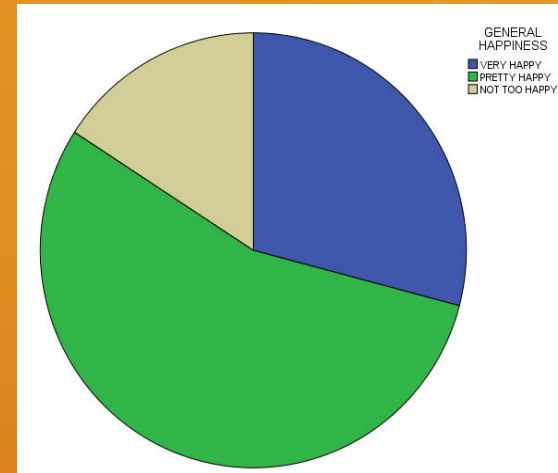
- Always overwhelming.
- Community Partners Coalition- Area N.H. Agency for the Aging, Hospice, Meals on Wheels etc.
 - Quarterly
 - Education (I-Post, Palliative Care, Lifeline, Legislation, Rehab for HF)
- Teaching t/o stay
- Needed more than just the HF zones and medication teaching
- Laura suggested the Patient Channel

3rd year-Funding

- Specified times or on demand through web-link. (Tablet).
- Offerings include:
 - Heart Failure, Beating the Odds
 - Irregular Heartbeats: Restoring Rhythm
 - Going Home on Blood Thinners
 - Heart Disease, Women at risk
 - Avoiding Hospital Readmission: HF
 - Nutritional Needs: Prescription for Health
 - Taking Medications Safely



Measuring Results



- Quality Project- Documentation of Patient Channel being offered. Goal-Greater than 80%. (Audit). Reached 100% in 2014.
- HCAHPS- "Information about symptoms to look for" had a perfect score 9/12 months.
- Press-Ganey Survey Question- "How well did the Patient Channel help to better health?"
 - Most liked the programming. Mean Score greater than 85.



Needs Met



- Pill boxes to sort medications- complicated regimens
 - Lessons Learned- too small.
- Medication Bags- To bring meds with them to appointments and hospital stays. (Med/Rec).
- HF Zone-Daily Weight-Needed Scales
 - Purchased scales for those who need them.

